

LEARN TO LOVE SUPPORT

2 October 2016 / PyDX Conf / Jerome Comeau /
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WHO IS THIS A\$\$&*!&

Jerome Comeau

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<https://jeromecomeau.com>

20 years in Ops

15 years in Support

8 years in Portland

2 years at PyDX

2 days since shaving my beard

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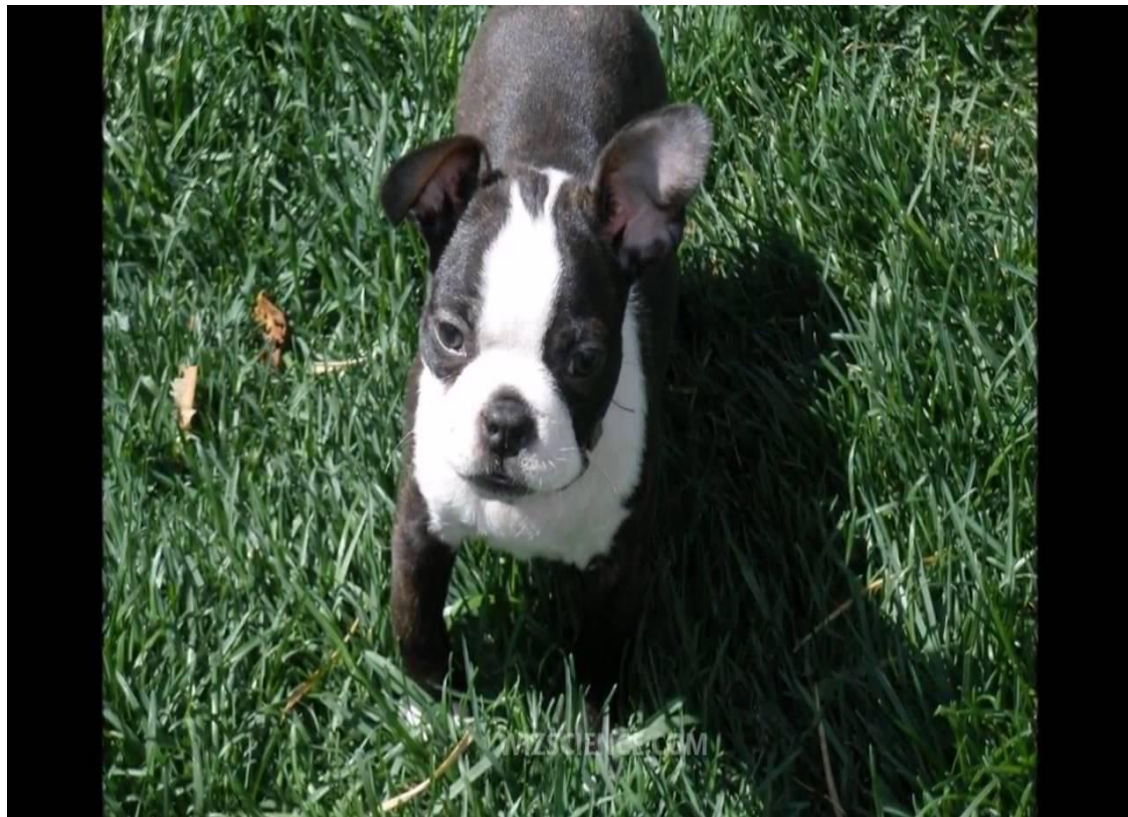


WHAT THE HELL IS HE TALKING ABOUT (PT. 1)

Support! Roles:

- Rubber Meets the Road
- Tip of the Spear
- Vanguard of the Company
- Guard dog of the App
- More analogies than you can shake a stick at

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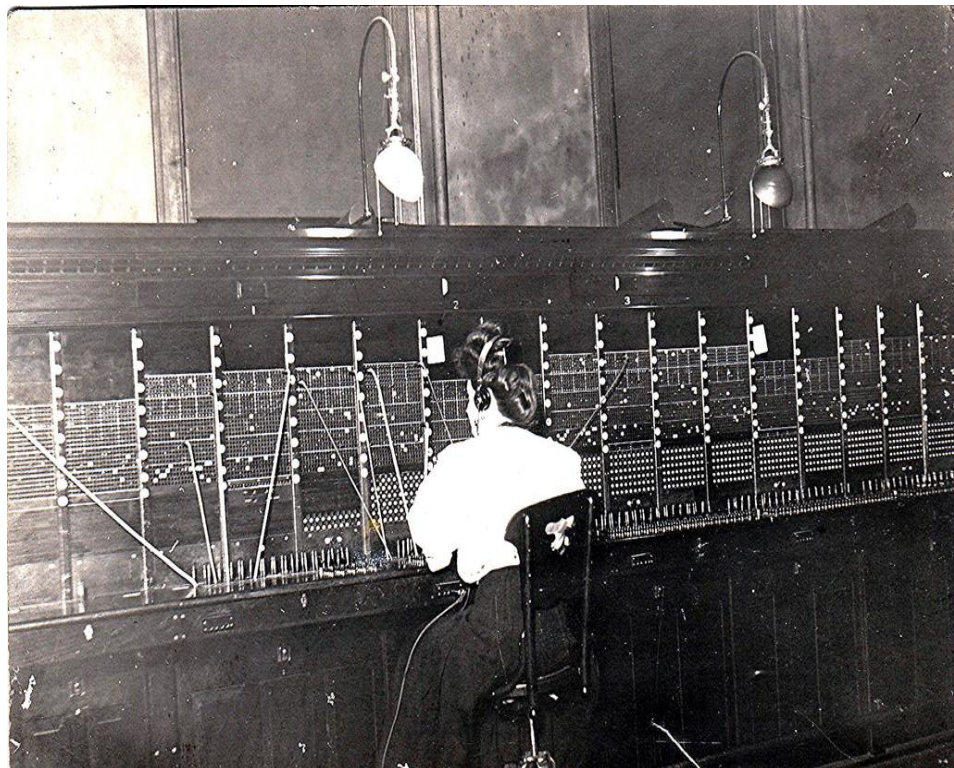
WHAT IS HE TALKING ABOUT (PT. 2)

Support! Jobs

- Talking to customers
- Talking to operations
- Talking to Accounts
- Talking to Engineering/Development
- Anything anyone else doesn't want to do that Support can't get out of doing

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THE FIRST MIDDLE BIT



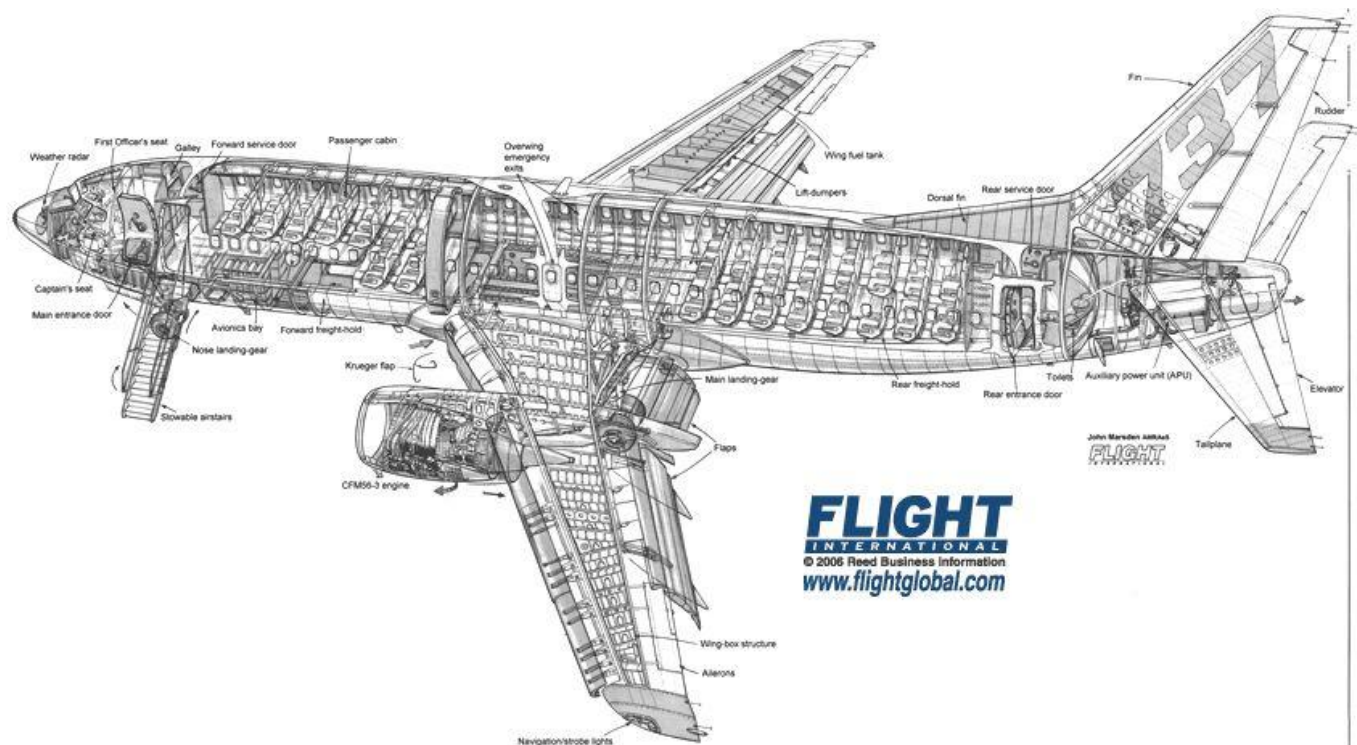
Here is a picture of a sad kitten while I say a lot of discouraging things about Support.

Don't worry, it'll get better soon.

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METAPHOR ALERT!

Sadly, I
couldn't find a
CC licensed
Exploded view.
You have to
settle for
this.



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THE SECOND MIDDLE BIT



A series of Wild(e)
exaggerations to make
a point.

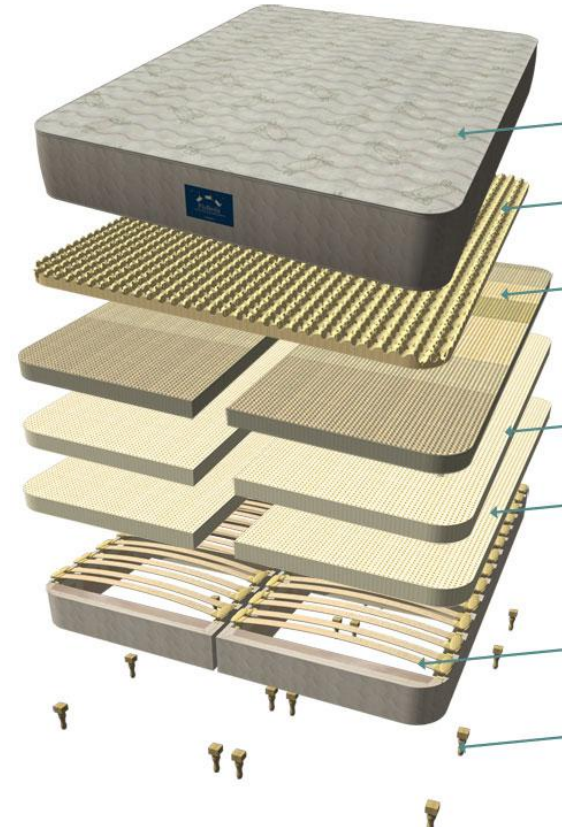
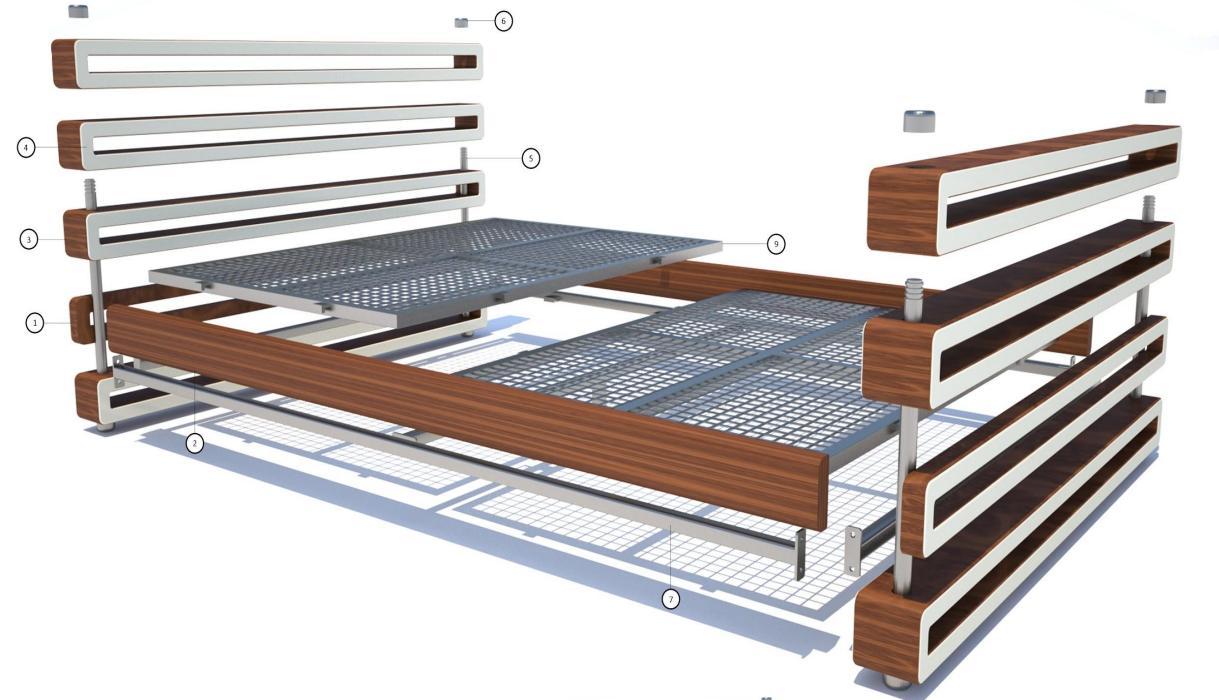
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THE FINAL MIDDLE BIT

Please Try to Keep In Mind:

- Empathy
- Education
- Escape
- Enclulsion (yes, I know)

METAPHOR ALIERT! (PT. 2)



IT'S OVER!

I hope you enjoyed my talk.

Any questions? Also, here is a snake.

